



# Guidelines for Utilizing a Teller Cash Recycler (TCR)

A teller cash recycler (or TCR) is located on your teller line. It is a miniature vault that handles both teller transactions and vault buy/sell transactions. Typically, a TCR will sit between and support two tellers. In everyday usage, the TCR:

- Accepts cash received from customers/members
- Sorts bills by denomination
- Checks for suspect counterfeits
- Counts and verifies the total
- Stores the notes for dispensing or “recycling”

A recycler also counts and dispenses cash as needed by its assigned tellers for customer/member transactions such as check-cashing or withdrawals. It can be used by all other tellers for “vault buy” transactions.

TCRs help the teller reduce time spent counting cash and increase transaction accuracy. This provides the opportunity for tellers to engage in conversation with customers/members which can enhance the customer/member experience. The many benefits of incorporating TCRs into your branch design include:

- Reduced customer/member wait time
- Improved customer/member engagement
- Improved security, as cash is stored inside the TCR safe
- Reduced branch operating costs
- Improved teller productivity
- Open branch design options for more personal interactions by eliminating the teller counter

Financial institutions utilizing TCRs incorporate the following best practices:

- Dual control procedures when adding or removing cash from the TCR safe.
- Once a week, add or remove cash from the TCR safe to keep preferred denominations.
- Audits are conducted quarterly to verify all cash is accurate. Each bill needs to be verified. This should be done before or after hours as there is a lot of cash visible, and the TCR is not operable during the audit. The audit will be conducted using dual control.
- In the event of a robbery, most TCRs have a “robbery mode” built in. If the teller activates the feature, the TCR will dispense a predetermined amount of cash and automatically shut down for approximately 20 minutes. (The triggering of robbery mode can also be configured to activate the bank’s silent alarm system.) The cash limit within the TCR should be predetermined in order to control the amount of money susceptible to theft, typically \$1000.00 - \$2,500.
- Typically, tellers are not provided with a cash drawer except for coins and mutilated bills which should be transferred to the vault as soon as possible.
- In case of emergency, when the TCR is not working, have a cash drawer(s) available.
- While it is not necessary to recount cash coming in and out of the TCR, some financial institutions create procedures for tellers to recount cash.